

# **CURRICULUM VITAE**

## **ASHISH JOHRI**

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### **OBJECTIVE:**

A challenging career in a professional organization where I can exhibit my skills in conjugation with the organization's goals & objective.

### **ACADEMIC QUALIFICATIONS:**

2018	M.com Institute: SAVITRI BAI PUNE EXTERNAL DIVISION University: Pune University	50%
2015	B.Com (H) Institute: SATHYE COLLAGE University: INDIRA GANDHI OPEN UNIVERSITY	60%
2011	Senior Secondary Examination - Class XII School: <b>Kendriya Vidayalya Bhopal,</b> Madhya Pradesh Board: Central Board of Secondary Education.	58.8%
2009	Higher Secondary Examination - Class X School: <b>Army public School</b> ,New Delhi Board: Central Board of Secondary Education.	74.2%

## **Professional Qualification**

2012      **CERTIFICATE of DIPLOMA IN  
WEBDESIGNING AND PHOTOSHOP  
SOFTWARES**

Institution: Keerti Computer Institute

2011      **CERTIFICATE IN COMPUTER  
ACCOUNTING(TALLY)**

Institution: Success Institute Of Information  
Technology

2009      **CERTIFICATE IN COMPUTER  
FUNDAMENTALS**

(Ms-Office,Internet,Typing)

Institution: Master Mind Computer Institute

2020      **CERTIFICATE IN DIGITAL  
MARKETING FROM GOOGLE  
GARAGE**

## **SKILLS**

- Good Communication & Administrative Skills.
- Quick Learner and Punctual.
- Able to coordinate with different Departments & People.
- Excellent Leadership skills and have good command over English.
- Ms-office (word, excel, and outlook).

## **AWARDS:**

- \* Stood 2<sup>nd</sup> position in Rangoli & 1<sup>st</sup> in Drawing Competition at school level.
- \* Took active part in volleyball, Basket-Ball, Football, plays, dramas and Singing/dancing projects during school.
- \* Stood 1<sup>st</sup> position in Inter School Seniors Table Tennis Championship.
- \* Take Part in National Cyber Olympiad and Stood 4<sup>th</sup> at school level and City Rank is 1203.
- \* Achieve 7<sup>th</sup> Rank in Maths Olympiad at school level and City Rank is 116.

## **WORKING EXPERIENCE:**



### **Sales Trainer – Team Lead**

**July 2012 to Feb 2016**

- ||| Create an inspiring team environment.
- ||| Setting team goals.
- ||| Worked on US Loan & Mortgage Project for recognizing potential frauds, accuracy, staffing challenges and fix them.
- ||| Assign tasks and set deadlines for the team.
- ||| Monitor day to day activities and operation of the team.
- ||| Monitor team performance and report on metrics.
- ||| Identify if any team member requires training and provide coaching.
- ||| Encourage creativity and risk-taking.
- ||| Organize team building activities.
- ||| Develop digital and print educational material (e.g. videos and manuals).
- ||| Organize classroom-style seminars about product features and sales techniques.
- ||| Conduct role-playing activities to develop interpersonal skills (e.g. negotiation, teamwork and conflict management).
- ||| Identify individual and team skills gaps.
- ||| Schedule regular training sessions (e.g. monthly or quarterly).
- ||| Ensure new hires take on basic sales training courses, including communication and troubleshooting skills.
- ||| Liaise with managers and encourage on-the-job coaching (e.g. how to handle difficult client cases).
- ||| Coordinate mentorship programs for new customer service representatives.
- ||| Assess the impact of each educational course on staff performance and client satisfaction.
- ||| Maintain updated records of training curricula and material.



Mercedes-Benz

### **Risk Officer Insurance Sales**

**March 2016 to June 2017**

- ||| Research and source potential clients and build long-term relationships with them.
- ||| Persuade prospective clients to engage in a phone conversation and/or meeting to discuss insurance products.
- ||| Advise clients on the insurance policies that best suit their needs.
- ||| Customize insurance programs to suit individual clients.
- ||| Deliver approved policies to new clients and explain benefits and risks of the policy.
- ||| Re-assess the policy needs of existing clients after life-changing events.
- ||| Fill-out and submit applications, issue quotes, maintain client records and prepare reports.
- ||| Keep abreast of industry and market trends and best practices.



## IT CUSTOMER SUCCESS SALES SPECIALIST

June 2017 to Nov 2020

- Qualify, develop, and maintain thorough company and product knowledge, research consumer needs, and identify how our solutions can meet them.
- Generate leads and grow existing relationships, maintaining an accurate, detailed client book, and developing an active, repeat customer base.
- Make cold calls or perform warm outreach, putting outside-the-box thinking to work to develop new and unique sale tactics.
- Work with the Account Executive team to design industry-specific outbound efforts.
- Utilize HubSpot, Sales force, Slack, Zira and Confluence tool to ensure standard processes during all sales stages.
- Conduct month-end and year-end close processes.



## Test Centre Manager (Operations & Sales)

Dec 2020 to Nov 2022

- Ensuring that all staff (Examiners, Invigilators, Administrative staff) are trained and comply with all testing processes as set out in the Administrators' Manual.
- Recruiting, training, and ongoing management of test day staff (Examiners and Invigilators).
- Responding to candidate inquiries and communications.
- Registering candidates and processing of candidate applications.
- Pre-test planning, test-day and post-test administration in accordance with IELTS operating policies and procedures.
- Weekly, monthly, and on-request reporting.
- Security, ordering, return, and destruction of test materials in accordance with IELTS operating policies and procedures.
- Maintaining accurate records of all IELTS test and staff materials.
- Meeting centre growth targets and expanding testing opportunities for the test center.
- Work in close collaboration with local and global IDP administrative and marketing staff.



**VOLGANIA**

## Project Account Manager (Sales Ops)

Dec 2022 to Till Date

- Proactively look for new customers leads and opportunities and introduce our business areas. Explore potential markets with marketing support activities such as exhibitions
- Establish and maintain a close relationship with existing clients through regular close contact with customers
- Operate as the lead point of contact for all matters specific to your customers
- Develop new business opportunities in assigned market sectors and achieve assigned sales targets.
- Prepare and follow up on sales proposal, presentation, tenders and collaboration initiatives
- Collaborate with all functions to ensure meeting of customers' expectation and delivery
- Maintain the sales pipeline in Autotask regularly
- Execute sales administration processes efficiently from lead creation to booking

**STRENGTHS**

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- ▢ Caring
- ▢ Hardworking
- ▢ Perseverance

## PERSONAL DETAILS

Father's Name	:	Col Alok Johri (Retd.)
Date of Birth	:	22th Oct 1993
Gender	:	Male
Nationality	:	Indian
Marital Status	:	Single
Languages Known	:	Hindi & English
Hobbies	:	Singing songs, playing volleyball & Reading

Date:

Place: Pune

Signature:

## Cover Letter -

I have already experience in Inside Sales/Collection for 6 Years for Customer Service and Support for Selling or Recovery of Products includes Banking, Insurance, Telecom and Educational Industry Mostly Work for Customer Interaction through Telephonic/Skype/Zoom Calls etc... Overall to meet last business targets which covers international market working in respective US/UK time Zone For SAAS products in IT Sector etc., I have also Work for 4 years as Administration & Team Leading, Trainer, Back Office and Recruitment etc., kind of Work also... So somehow. That's why I should be hired for this Job Role in your organization which suits as per seeing my CV profile key skills...

**NOTE - Experience in Process Training for Mostly Working as Role of Team Leader and Branch Manager related to Office Work Culture/Technology/Mentoring/Office Skills/Technical CRM Portals/SOP/Work Ethics /Call Centre Techniques to Field Exe's and Tele Callers to Meet Business Targets etc.,**

Technical Skillset: MS office, Digital Marketing, Bidding for SAAS Products, Lead Generation through Techniques Like social media or LinkedIn either putting campaigns or proposals in Websites like Upwork or fiver and generating business profits results. I have Website Designing & Animation Basic Knowledge, MIS etc., Expertise in using CRM Portals like HubSpot, Sales force, Slack, Zira and Confluence tool.